



How wonderful it is...



...that nobody need wait
a single moment before
starting to improve the world.

—Anne Frank



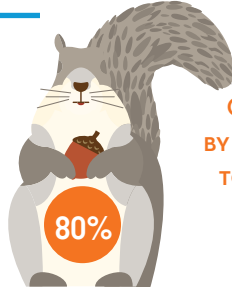
Annual Report
Fiscal Year 2015

HELPING PEOPLE AND MEETING COMMUNITY NEED

OUR BEST YEAR YET

As our Fiscal Year 2015 July 1 - June 30 has ended it is very gratifying to see all that has been accomplished across our territory and within our communities. Lives have been saved, people are healing and life has improved for many on the western slope. It has truly been a season of growth and of impact.

A record **21,240** people received therapy and treatments, an increase of **26%** over last year



CLINICAL OUTCOMES AS MEASURED BY THE STATE OF COLORADO CONTINUE TO SHOW **SUCCESS** IN SYMPTOM SEVERITY REDUCTION FOR **80%** OF THOSE TREATED

83 NEW POSITIONS WERE HIRED TO MEET INCREASED NEED, BRINGING OUR STAFF SIZE TO 571

Patients improved more quickly this year at West Springs Hospital and stayed healthy longer, with the average length of stay decreasing to **7 days** with only **7%** readmitted (v. 19% nationally)



We are very proud of earning the **Top Colorado Health Care Company Award** at the 28th Annual Colorado Biz Top Company Awards as well as the **2015 Colorado American Legion Award for Employing Veterans**



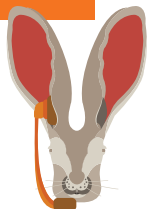
COLORADANS IN CRISIS WERE ABLE TO RECEIVE HELP AT **TRANSITIONS AT WEST SPRINGS** OUR NEW WALK-IN STABILIZATION UNIT AND THE ONLY ONE ON THE WESTERN SLOPE. PEER RESPITE SERVICES WERE ALSO AVAILABLE FOR THE FIRST TIME THROUGHOUT OUR 10-COUNTY SERVICE AREA

RESIDENTS OF MESA, GARFIELD, PITKIN AND MONTROSE COUNTIES BENEFITTED FROM GROWTH BY OUR SISTER ORGANIZATION

WHOLE HEALTH LLC

AND THE COMMUNITY HEALTH WORKER PROGRAM WHERE BEHAVIORAL HEALTH TECHNIQUES ARE IMPROVING THE PHYSICAL HEALTH OF RESIDENTS WHILE AT THE SAME TIME SAVING COMMUNITIES SIGNIFICANT HEALTH CARE COSTS

A new **Department of Informatics** and expanded IT resources both streamlined and added dimension to our strategic use of big data in improving client care and experience



Dear Friends of Mind Springs Health and West Springs Hospital,

Travelling throughout our 23,000 square miles of service area this year, it was with joy that we heard so many mental health success stories, and it is with appreciation now that we acknowledge dedicated staff, partners and collaborators who make success happen on a daily basis. We are all in this together, and we must express our gratitude for your support of our life-essential mission. Whatever your contribution--whether commitment, advocacy, partnership or valuable financial support--you have helped us make our biggest and best impact ever on individual and western slope quality of life.

Fiscal Year 2015 saw a number of Mind Springs landmarks. Once again, we provided a record number of mental health and substance abuse services for those seeking to rebuild hope in their lives. The opening of Transitions at West Springs allowed us to help more people in crisis, and with peer respite services, our continuum of care offered more benefits. Our Building Sanctuary initiative, remodeling the Grand Junction campus, significantly increased therapy space thereby improving service delivery and client satisfaction.

Clinically we developed standardized clinical care pathway tools to best determine and manage clients' level of care needs, and Chief Medical Officer Jules Rosen launched treatment teams to extend therapy services while maximizing staff expertise.

Operationally Mind Springs Health turned in another strong financial performance and remains fiscally sound. We are proud to say that we did exceptionally well in all our audits and, thanks to Scott Miller who joined the team as Chief Financial Officer this year, we were applauded by auditors for exemplary management and reporting standards.

Recognizing the need to help more people in the coming year, we are studiously evaluating and developing plans to expand inpatient psychiatric care at West Springs Hospital, and offer a Peer Respite house. As usual, the year ahead looks to be filled with many challenges and as always, one of the hardest challenges is obtaining adequate funding. The State of Colorado, other major funding sources and health care reform are going through a number of changes which will certainly impact our impact. Our ongoing task is to transform these challenges into opportunities.

Success is about working together and Mind Springs Health is committed to continuous improvement. Thank you again for making Fiscal Year 2015 a high point in our organization as we reach for greater achievements in the coming year.

Sincerely,



Sharon Raggio

Sharon Raggio, LPC, LMFT
President & CEO



Carol Skubic

Carol Skubic
Chairman of the Board

NUMBERS TELL STORIES TOO

People helped

21,420

+26% from last year

51% Male/49% Female

17% Children & Adolescents

83% Adults

**3 Most Common
Diagnoses**

Post-Traumatic Stress Disorder

Major Depressive Disorder

Alcohol Abuse

WEST SPRINGS HOSPITAL PATIENTS +28%

ADMISSIONS PER MONTH +32%

AVERAGE LENGTH OF STAY = 7 DAYS

144,391

Service Hours

+15%

10,663

Crisis Services

+25%

IN LAST 2 YEARS

182,028

SERVICES PROVIDED

+28%

70% MENTAL HEALTH

30% SUBSTANCE ABUSE



11 Crisis Stabilization Beds Added

WEST SPRINGS HOSPITAL PSYCHIATRIC INPATIENT TREATMENT

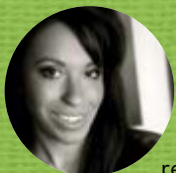
With just 32 beds available for the entire Western Slope, West Springs Hospital continued to operate at virtual capacity in treating a record **1147** individuals in FY2015, with each patient receiving an average of **24** services during their treatment stay.



Colleagues and patients alike are so thankful for **DEB SHARPE**, who, with energy and enthusiasm, stepped into the Director of Nursing role this year.



"Deb has helped staff morale to reach the highest point it has been in over 3 years. She has led by example and has shown us how to work as a team. She has been in the trenches and because of that she is able to relate to each staff member and show they are appreciated and truly important. Deb has made the investment in each of her staff. She is an amazing leader and a wonderful boss to work with" –Anonymous compliment from staff



The hospital also proudly recognizes Clinician III **FRANCES FORESTIER** for her competence and compassion in aiding a gentleman with PTSD break through his illness in a way he had never experienced before. Thanks to Frances' support and guidance, his family says he is doing 'fantastic', has remained substance-free and is employed again for the first time in a long time.

CRISIS SERVICES & TRANSITIONS AT WEST SPRINGS

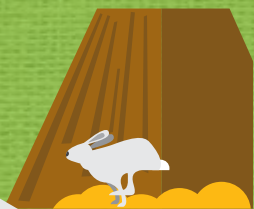
A record number **10,663** services were provided in FY2015. Added to mobile crisis response this year were Peer Respite services, a program fostering wellness where those in crisis are assisted by those in recovery.

Transitions at West Springs, part of the Colorado Crisis Services network, opened its doors December 8, 2014 after only 3 intense months of planning and preparation. A 24/7/365 11-bed Crisis Stabilization Unit, Transitions accepts walk-ins, voluntary and involuntary admissions, and provides care to all ages in crisis.

Grand Junction



Even given the tremendous rewards of the job, crisis management and treatment is hard work. Appreciation and gratitude go to Clinician III **MARCI CARRON** who embodies the spirit and dedication of our caring crisis team. Combining heart with humor, Marci is commended for consistently and compassionately helping many people, including her teammates, through the rough spots.

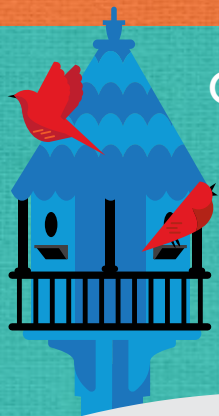




MIND SPRINGS HEALTH OUTPATIENT



Thanks to Peer Support Services Manager **JANICE CURTIS** our peer services program grew from **3 to 30** peers in FY2015. In addition to providing crisis respite services, peers are now valuable members of our Assertive Community Treatment Team (ACT). They also offer a variety of free group sessions for support and education.



OASIS CLUBHOUSE

Gratitude and appreciation go to Clinical Employment Specialists **REBECCA DELGADO** & **JESSICA SALMONSEN**. Thanks to Rebecca and Jessica, **36** individuals living with mental illness found meaningful employment in this inaugural program year.



Grand Junction

WOMEN'S RECOVERY CENTER



Residents and staff recognize and appreciate Intake Clinician **ERIC MOYER** and Development Administrator **MIA D'ANGELO** for their ingenuity, perseverance and kindness. Thanks to Eric, more mothers and children were able to stay together during residential substance abuse treatment this year, and thanks to Mia, a **\$50,000** grant will benefit future mothers and children.



Craig

Even amidst crisis services increasing **51%** this year in Craig, Crisis Clinician **CHERI ADAMS** is commended by colleagues and partners for setting a new level of crisis response for local residents.



Walden

Thank you to Certified Addictions Counselor III **KENNA CLEMENTS** for her quick response and partnering with Jackson County officials to care for a very vulnerable individual inappropriately in jail, enabling him to be released and receive treatment.



Granby



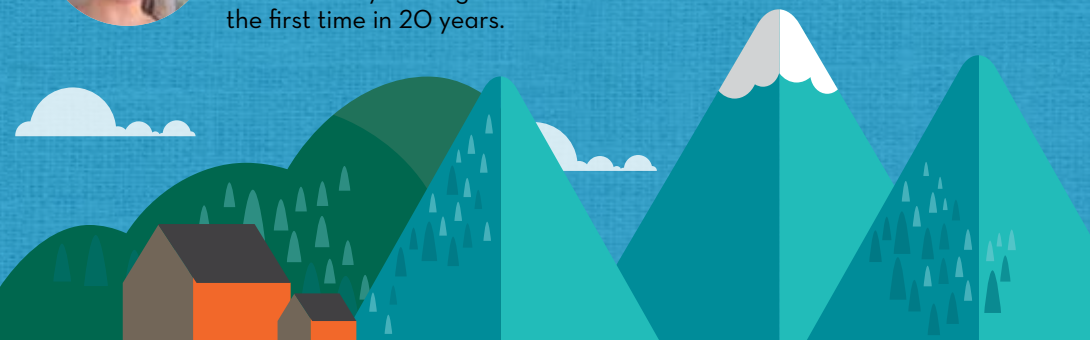
Thank you to our entire **GRANBY TEAM** for their sensitivity and tenderness in responding to a local school tragedy. Working together they provided comfort and support to bereaved family, and first responders as well as middle and high school students and faculty.



Frisco



Thank you Case Manager **JADE COLLINS** for your compassionate care. Because of your understanding and support a local resident is successfully dealing with her addictions and mental illness for the first time in 20 years.



Rangely



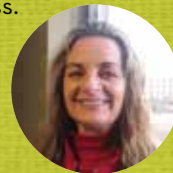
A huge thank you to Business Services Associate **APRIL NOEL** for literally saving a woman's life. Combining creativity, ingenuity and perseverance, April smartly located a woman contemplating completing suicide in her car and brought her to safety.

Meeker

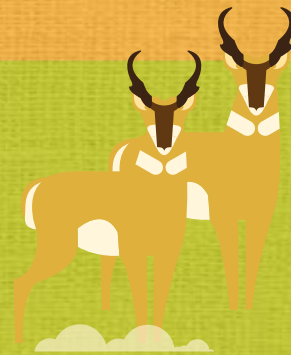


Over **70** Meeker elementary students are grateful for the warm and supportive presence in their school of Community Health Worker **HALLIE BLUNT**, helping them through the intricacies of childhood and school.

Thanks to the support and compassion of Case Manager **JENNY JANSSENS**, 2 disabled individuals struggling with the court system were able to navigate it successfully and are achieving real progress towards longterm success.



Rifle



Recognition goes to Clinical Supervisor **LOIS MENKE-CASHMAN** for her work with the 9th Judicial District in keeping people with mental illness out of incarceration and into effective treatment.

Glenwood Springs



Excerpt from letter to Crisis Clinician **DANIEL KAIL**.

"Thank you for your assistance and genuine concern in the wake of the tragedy at Maroon Bells. I can't imagine the work you do each and every day as a grief counselor and I truly have the utmost respect for your profession after going through Wednesday's events. On behalf of the young man impacted and his family, I thank you for all you did to care for him. I know his family will never know how you assisted him in his greatest need but as I witnessed all that you did for him throughout the night, I know his family would be eternally grateful for your help. Words cannot express the respect I have for the work you do and the way you handled this tragedy. Thank you each and every day, your work is truly admired and appreciated." —K. Hoyt, New York

Aspen

Steamboat Springs

Last year an intern, this year a Clinician II thanks go to **TIANA EGLOFF** for developing and running the first in 10 years local wilderness therapy program for at-risk youth.

Recognition also goes to Case Manager **TOM STALOCH** and Peer Specialist **MATT LAROCK** who supported a seriously injured individual who had also lost his job, home and visa. Thanks to Tom and Matt, this person was able to reestablish contact with his family and receive an emergency travel visa.



Appreciation goes to former client and current Peer Specialist **MOLLY FIORE** who made life better for clients by starting a very popular and active support group.

Eagle



Vail



Recognition and appreciation go to **KATIE MACCOLL, MD** for her unique skill combination as child psychiatrist, pediatrician and team leader. Her commitment to the wellbeing of both her patients and colleagues sets the standards for the Vail team.

Whole Health, LLC



Recognition goes to Community Health Worker **CHRISTINE STEPHENS** for her consistent encouragement of a client. It took almost a year, but with Christine's direction, support and collaboration with primary care doctors, the gentleman broke his cycle of addiction, returned full time to his job and exchanged poor lifestyle habits for eating well and exercising. He stays in touch regularly with Christine, letting her know how appreciative he is of her help getting him back to being a productive member of society.

Grand Junction

OUR FINANCIAL PICTURE

FY2015 EXPENSES

\$39,638,109

Personnel	\$30,348,572
Operating	\$4,861,624
Occupancy	\$1,627,996
Client Related	\$1,516,451
Depreciation	\$924,904
Professional Fees	\$302,835
Financing	\$55,727

FY2015 REVENUE

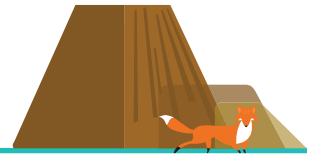
\$44,891,174



Medicaid	\$24,868,315
Client Fees & Insurance	\$8,063,999
State Mental Health Contract	\$3,567,250
Other Government Contract	\$2,387,342
Charity Care Given	(\$2,048,446)
State Substance Abuse Contract	\$1,619,206
Bad Debt Expense	(\$1,450,458)
Public Support and Other Income	\$886,158



THANK YOU



Mind Springs Health and West Springs Hospital deeply appreciate every contribution and we sincerely appreciate the generous organizations, agencies, foundations, corporations and individuals whose meaningful support allow all our success stories to happen in Fiscal Year 2015: July 1, 2014 - June 30, 2015.

CORPORATIONS

Bechtel & Santo, LLP
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Family Health West
FCI Constructors Inc
Hilltop Community Resources
Mesa County Medical Society Alliance
North Park Hospital District
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Routt County Human Resource Coalition
The American Foundation
The Summit Foundation
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Vanderhoof Family Fund at Western
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ZG-CHICKS Advised Fund at
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Karen Wyatt

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Grand Junction Lion's Club
Jackson County
Board of Commissioners
Mesa County
Victim Assistance Law
Enforcement Board

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Sue Bloss
Louis Brozina
Community Hospital
Chriss Flynn
Mental Health First Aid Colorado
James Varnell

MEMORIAL & HONORARY GIFTS

In Honor of Kathryn Davis
Donald Parsons
In Honor of Nanda Reamy
Mary Awalt
In Appreciation of Beverly Schulman
Sharon Raggio
In Memory of Eric Johnson
Eagle Crest Nursery
In Memory of Virginia & Joseph Miller
Beverly Schulman
In Memory of Scott Needens
Home Care of the Grand Valley
In Memory of Laura Jane Wingate
Clark Wingate

BOARDS OF DIRECTORS

**We are guided by 3 boards,
with separate governance for
outpatient offices and the hospital
reporting to the Mind Springs Inc.
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MISSION

To provide access to quality mental health and substance abuse services, enhancing recovery and resilience in individuals, families and communities.

VISION

We envision health and wellness in our communities.

VALUES

- Strength created through local Partnerships, with Collaboration and Education
- Integrity and Accountability in all we do
- Outcomes-Driven
- Responsible Financial Stewardship
- Leadership in Physical & Behavioral Health Care
- Culture of Trauma Informed Care
- Focus on exceptional Customer Service



MIND SPRINGS *health*

Prevention. Care. Recovery.



WEST SPRINGS *hospital*

Psychiatric Care & Recovery



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